

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)		Supervised (No of replies = 13)		Both (No of replies = 30)	
	N=	% of replies	N=	% of replies	N=	% of replies
<b>A. GENERAL RUNNING OF THE CENTRE</b>						
<b>1 Type of contact being provided</b>	196		13		30	
<b>2 How often is Centre opened</b>						
Daily	2	1%	5	38%	24	83%
Weekly	72	37%	3	23%	1	3%
Fortnightly	40	21%	1	8%	2	7%
Twice Monthly	72	37%	0	0%	0	0%
Other	7	4%	4	31%	2	7%
	<b>193</b>		<b>13</b>		<b>29</b>	
Other details	3 Sats/month x 3, 3 days/week x 2, 2 days/week x 1, 3 sats plus 1 Wed/month		6 days/wk x 3, 1 = as and when required		1x6 days/wk, Supervised 6 days/wk and Supported Sat fortnightly	
<b>3 Is Centre a Registered Charity?</b>						
Yes	132	67%	8	62%	21	70%
No	64	33%	5	38%	9	30%
<b>4 Does Centre allow observation by third parties such as CAFCASS officers?</b>						
Yes	169	86%	13	100%	28	93%
No	27	14%	0	0%	2	7%
<b>If 'Yes' does this take place in a Public or Private room?</b>						
Public room	133	68%	0	0%	5	17%
Private room	46	23%	10	77%	20	67%
Not answered	16	8%	3	23%	3	10%
	25 in both public and private				4 in both public and private	

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)		Supervised (No of replies = 13)		Both (No of replies = 30)	
	N=	% of replies	N=	% of replies	N=	% of replies
<b>5 Does your centre offer any of the following services?</b>						
Supervised contact assessment	3	2%	10	77%	25	83%
Indirect contact	10	5%	7	54%	20	67%
Escorted contact	3	2%	8	62%	21	70%
Life story/Identity work	2	1%	5	38%	18	60%
Domestic abuse work	1	1%	0	0%	10	33%
Work with victims	0	0%	0	0%	6	20%
Perpetrator program	0	0%	0	0%	3	10%
Direct work with children	5	7%	4	31%	17	57%
Anger management	0	0%	0	0%	3	10%
Parenting support session/ programme	4	2%	4	31%	23	77%
Dispute resolution	2	1%	0	0%	3	10%
Conciliation	2	1%	0	0%	2	7%
Mediation	7	4%	2	15%	13	43%
Child counselling	4	2%	3	23%	5	17%
Peer group support	4	2%	1	8%	4	13%
Co-parenting	3	2%	4	31%	18	60%
Other (see Appendix)	18	9%	4	31%	10	33%

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)		Supervised (No of replies = 13)		Both (No of replies = 30)	
	N=	% of replies	N=	% of replies	N=	% of replies
<b>B. FUNDING &amp; FINANCE</b>						
<b>1 Is your Centre financed through public or voluntary sector funding / fundraising?</b>						
Yes (see below for funding breakdown)	195	99%	11	85%	23	100%
No, it is a private commercial business	0	0%	2	15%	7	30%
Not completed	1	1%	0	0%	0	0%
<b>2 (If 'Yes') Where has Centre obtained funding in last year</b>						
		% of those financed through public or vol funding		% of those financed through public or vol funding		% of those financed through public or vol funding
CAFCASS/CAFCASS CYMRU or equiv	146	75%	9	82%	21	91%
Charitable Trusts	49	25%	2	18%	9	39%
Children in Need	9	5%	0	0%	2	9%
Children's Services (Social Services)	10	5%	3	27%	9	39%
Churches	68	35%	1	9%	6	26%
Fundraising events	57	29%	1	9%	10	43%
Lions / Inner Wheel / Rotary Club / Round Table	24	12%	0	0%	4	17%
Local companies & business	16	8%	0	0%	1	4%
Local Council budget (not Social or Children's Services)	21	11%	1	9%	2	9%
Magistrates	4	2%	0	0%	0	0%
Mediation	0	0%	0	0%	1	4%
Mothers' Union	16	8%	0	0%	0	0%

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)		Supervised (No of replies = 13)		Both (No of replies = 30)	
	N=	% of replies	N=	% of replies	N=	% of replies
Big Lottery	1	1%	2	18%	2	9%
NCH	0	0%	0	0%	0	0%
Relate	2	1%	0	0%	0	0%
Referral charges from families	20	10%	2	11%	13	57%
Referral charges from referrers	18	9%	0	0%	8	35%
Solicitors/Family Lawyers/Resolution Soroptimists	17	9%	1	9%	6	26%
	8	4%	0	0%	0	0%
Voluntary donations from families	35	18%	0	0%	4	17%
Legal aid funding	0	0%	1	9%	4	17%
Other (see notes)	42	22%	0	0	7	30%
<b>3 Is Co-ordinator paid</b>						
Yes	79	40%	13	100%	29	97%
No	117	60%	0	0%	0	0%
Did not answer	0		0		1	3%
If Yes, hours per week the salary covers	850		287		874	
		Rg=1-40, N=76		Rg=2-60, N=11		Rg 8-72, N=26
If Yes, additional hours unpaid	115		43		63	
		Rg=0-12 N=76		Rg=0-20, N=11		Rg = 0-20, N=26
If no, hours per week spent on Centre business	802		0		0	0
		Rg=1-30, N=104				

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)			Supervised (No of replies = 13)			Both (No of replies = 30)		
	N=	% of replies		N=	% of replies		N=	% of replies	
<b>4 Does Centre pay for premises</b>									
Yes	135	69%		12	92%		23	77%	
No	61	31%		1	8%		7	23%	
<b>5 How much has Centre cost to run over last year</b>		0%			0%			0%	
<b>If total not available state estimated cost</b>									
£1 to £500	15	8%		0	0%		0	0%	
£501 to £1000	17	9%		0	0%		0	0%	
£1001 to £5000	100	51%		1	8%		1	3%	
£5001 to £10,000	25	13%		0	0%		1	3%	
£10,001 to £25,000	18	9%		3	23%		7	23%	
£25,001 to £50,000	8	4%		4	31%		3	10%	
£50001 to £100,000	0	0%		3	23%		3	10%	
£100,001+	0	0%		2	15%		13	43%	
Did not answer	0	0%		0	0%		2	7%	
<b>C. VOLUNTEERS/STAFF</b>									
	Total	% of total vols	Total answered question C1=211. Avg & Range	Total, Avg & Range	% of total vols	Total answered question C1=13. Avg & Range	Total, Avg & Range	% of total vols	Total answered question C1=30. Avg & Range
<b>1 Total number of male volunteers (inc rota vols, co-ordinators, management committee)</b>	839	20%	0-44, N=192	12	38%	0-7, N=13	73	21%	0-13, N=30
<b>Total number of female volunteers (inc rota vols, co-ordinators, management committee)</b>	3337	80%	3-74, N=192	20	63%	0-15, N=13	268	79%	0-60, N=30
<b>Total volunteers</b>	<b>4176</b>			<b>32</b>			<b>341</b>		
Did not answer	4								

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

		Supported (No. of replies = 196)			Supervised (No of replies = 13)			Both (No of replies = 30)		
		N=	% of replies		N=	% of replies		N=	% of replies	
		Total	% of total staff	Total answered question 192. Avg & Range	Total	% of total staff	Total answered question C2 = 13	Total	% of total staff	Total answered question C2 = 29
2	Total number of male paid staff	21	17%	0-4	28	23%	0-8	47	15%	0-7
	Total number of female paid staff	100	83%	0-6	92	77%	0-16	267	85%	0-42
	<b>Total paid staff</b>	<b>121</b>			<b>120</b>			<b>314</b>		
3	<b>What is the breakdown by age amongst your Centre's staff?</b>									
		Total	% of total vols/ staff	Total answered question C3 = 184	Total	% of total vols/ staff	Total answered question C3 = 12	Total	% of total vols/ staff	Total answered question C3 = 28
	Under 18 years	0	0%	0	0	0%	0	0	0%	0
	18 to 50 years (incl)	73	48%	0-12	77	71%	0-12	234	79%	0-42
	51 to 75 years (incl)	80	52%	0-13	32	29%	0-8	62	21%	0-16
	Over 75 years	0	0%	0	0	0%	0	0	0%	0
		<b>153</b>			<b>109</b>			<b>296</b>		
3	<b>What is the breakdown by age amongst your Centre's volunteers?</b>									
		Total	% of total staff	Total answered question C3 = 184	Total	% of total vols/ staff	Total answered question C3 = 12	Total	% of total vols/ staff	Total answered question C3 = 28
	Under 18 years	19	1%	0-3	0	0%	0	2	1%	0
	18 to 50 years (incl)	518	31%	0-40	26	90%	0-20	202	58%	0-41
	51 to 75 years (incl)	969	58%	0-50	3	10%	0-2	138	40%	0-23
	Over 75 years	177	11%	0-10	0	0%	0	7	2%	0-3
		<b>1683</b>			<b>29</b>			<b>349</b>		

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)			Supervised (No of replies = 13)			Both (No of replies = 30)		
	N=	% of replies		N=	% of replies		N=	% of replies	
<b>4 What is the breakdown by ethnic groups amongst your Centre's volunteers/staff?</b>									
	Total	% of total vols/	Total answered question C4 = 182	Total	% of total vols/staff	answered question C4 = 13	Total	% of total vols/staff	Total answered question C4
African	48	1%	0-21	4	3%	0-2	18	0.028257	0-4
Bangladeshi	2	0%	0-1	1	1%	0-1	3	0%	0-2
Caribbean	57	1%	0-17	12	8%	0-8	25	4%	0-20
Black other	4	0%	0-1	1	1%	0-1	7	1%	0-4
Chinese	7	0%	0-2	0	0%	0	0	0%	0
Indian	30	1%	0-4	1	1%	0-1	12	2%	0-6
Mixed race	20	1%	0-5	3	2%	0-2	4	1%	0-1
Other Asian	28	1%	0-11	3	2%	0-2	8	1%	0-3
Other ethnic group	10	0%	0-5	2	1%	0-1	13	2%	0-5
Pakistani	11	0%	0-4	6	4%	0-2	8	1%	0-6
White	3677	93%	0-78	115	78%	0-26	539	85%	1 to 56
Not known	51	1%	0-24	0	0%	0	0	0%	0
	<b>3945</b>			<b>148</b>			<b>637</b>		
<b>D REFERRALS</b>									
<b>1 In the last year have you had to:</b>									
a Turn away families due to a lack of space	62	32%		1	8%		9	30%	
b Operate a waiting list	137	70%		7	54%		19	63%	
<b>2 What is the breakdown of referrals by the source of referral (please give a number for each)</b>									
	Total	% of total referrals	Total answered question D3 = 180	Total	% of total referrals	Total answered question D3 = 13	Total	% of total referrals	Total answered question D3 = 16
CAFCASS/CAFCASS CYMRU or equiv	495	8%	0to54	398	56%	0-164	397	15%	0-40
Family Mediation	67	1%	0to14	0	0%	0	15	1%	0-6
Local Authority	202	3%	0to16	120	17%	0-82	766	29%	0-226
Self referrals	187	3%	0-15	7	1%	0-5	178	7%	0-72
Solicitors	5327	81%	3to181	192	27%	0-154	1210	46%	0-200
Other	301	5%	0-43	0	0%	0	63	2%	0-47
	<b>6579</b>			<b>717</b>			<b>2629</b>		

## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)			Supervised (No of replies = 13)			Both (No of replies = 30)		
	N=	% of replies		N=	% of replies		N=	% of replies	
<b>3 Does your centre offer pre-visits?</b>									
Yes	181	92%		11	85%		29	97%	
No	15	8%		2	15%		1	3%	
	Total & Range	% of replies	N	Total & Range	% of replies	N	Total & Range	% of replies	N
<b>4 Inappropriate referrals</b>	285, 0-16	56%	110	79, 0-35	69%	9	62, 0-14	57%	17
<b>E FAMILIES</b>									
<b>1 Annual totals relating to families attending sessions at your Centre</b>									
Total number of sessions	8,961	99%	N=194 (Rg10-708)	7,438	77%	N=10 (Rg 24-2630)	25,141	87%	N=26 (Rg24-4848)
Total number of hours covered in sessions	26,192	97%	N=191 (Rg20-1530)	14,033	77%	N=10 (Rg 48-8740)	62,510	87%	N=26 (Rg48-14542)
<b>2 Actual number of people using Centre in the year</b>		% of replies			% of replies			% of replies	
Total families	7710	95%	N=187	811	92%	N=12	2348	93%	N=28
		% of users	N=29 (questions missed off form)		% of users	N=4 (questions missed off form)		% of users	N=4 (questions missed off form)
Total fathers	1067	73%	11-152	335	72%	3-295	208	59%	27to105
Total mothers	131	9%	0-22	67	14%	2to41	49	14%	4to26
Total grandparents	131	9%	0-23	21	5%	1to10	7	2%	1to2
Total siblings	73	5%	0-15	39	8%	2to36	31	9%	0-31
Total others	60	4%	0-16	2	0%	0-1	56	16%	0-56
	1462			464			351		



## National Association of Child Contact Centres Statistics 2009-10



The total number of replies received as at 1 September 2010 was 239. 196 questionnaires were received from centres with Supported contact, 13 with Supervised contact and 30 with both Supported and Supervised. A summary of the responses received is given below. Not all respondents answered all questions.

	Supported (No. of replies = 196)			Supervised (No of replies = 13)			Both (No of replies = 30)		
	N=	% of replies		N=	% of replies		N=	% of replies	
<b>Number of children by age</b>		% of children	Total answered question E2(2) = 186		% of children	Total answered question E2(2) = 10		% of children	Total answered question E2(1) = 28
0-5yrs	6268	62%	2to212	258	44%	0-74	1365	49%	1to171
6-10yrs	3165	31%	1to179	241	41%	5to37	1047	38%	1to88
11+ yrs	652	6%	0-21	91	15%	0-16	369	13%	1to50
	<b>10085</b>			<b>590</b>			<b>2781</b>		
<b>3 What is the breakdown by ethnic groups amongst families using your Centre?</b>									
		% of families	Total answered question E3 = 160		% of families	Total answered question E3 = 10		% of families	Total answered question E3 = 26
African	76.5	1%	0-10	21	3%	0-9	44	2%	0-16
Bangladeshi	76	1%	0-21	5.5	1%	0-2.5	9	0%	0-2
Caribbean	61	1%	0-16	49	7%	0-26	28.5	1%	0-12.5
Black other	16.5	0%	0-2	5	1%	0-3	7	0%	0-2
Chinese	7	0%	0-1	2	0%	0-1	4	0%	0-2
Indian	111.5	2%	0-18	16.5	2%	0-9	74	3%	0-27
Mixed race	246.5	4%	0-20	30	4%	0-8	66	3%	0-12
Other Asian	115	2%	0-28	9	1%	0-3	28	1%	0-8
Other ethnic group	108.5	2%	0-15	15	2%	0-9	24	1%	0-6
Pakistani	287.5	5%	0-54	50.5	7%	0-39.5	107	5%	0-62
White	4862.5	79%	0-228	434.5	61%	3-221.5	1621	69%	0-224
Not known	183.5	3%	0-32.5	80	11%	0-75	336	14%	0-209
	<b>6152</b>			<b>718</b>			<b>2348.5</b>		